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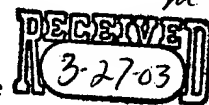
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Patent  
Attorney Docket No. Old: GEM-30834  
New: GEMS8081.022

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Kennedy, Ronald  
Serial No. : 09/474,418  
Filed : December 29, 1999  
For : System and Method For Remote  
Servicing of In-Field Product  
Group Art No. : 2152  
Examiner : Hunt, Eric

Official



CERTIFICATION UNDER 37 CFR 1.8(a) and 1.10

I hereby certify that, on the date shown below, this correspondence is being:

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Date: 3/27/03

Signature

Assistant Commissioner for Patents  
Washington DC 20231

AFTER-FINAL RESPONSE

Dear Sir:

Responsive to the Final Office Action mailed February 3, 2003, please consider the following remarks:

REMARKS

Claims 1-24 are pending in the present application. In the Office Action of February 3, 2003, claims 1-24 stand rejected under 35 U.S.C. §103(a) as being unpatentable over a single reference, Babula et al. (USP 6,353,445).